

Future
Laboratories
***Action
Overview***

1.14.19

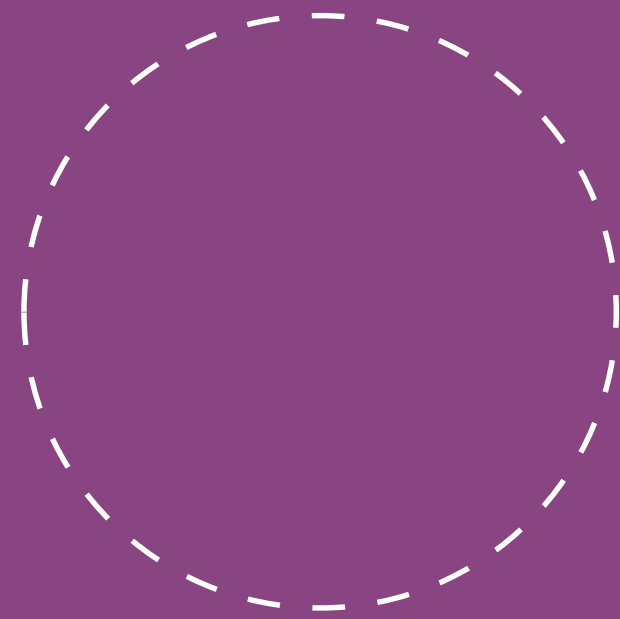
Welcome + Introductions

Level Setting

Overview of Process

Overview of Actions!

How did we do it?



Current State

Fragmentation

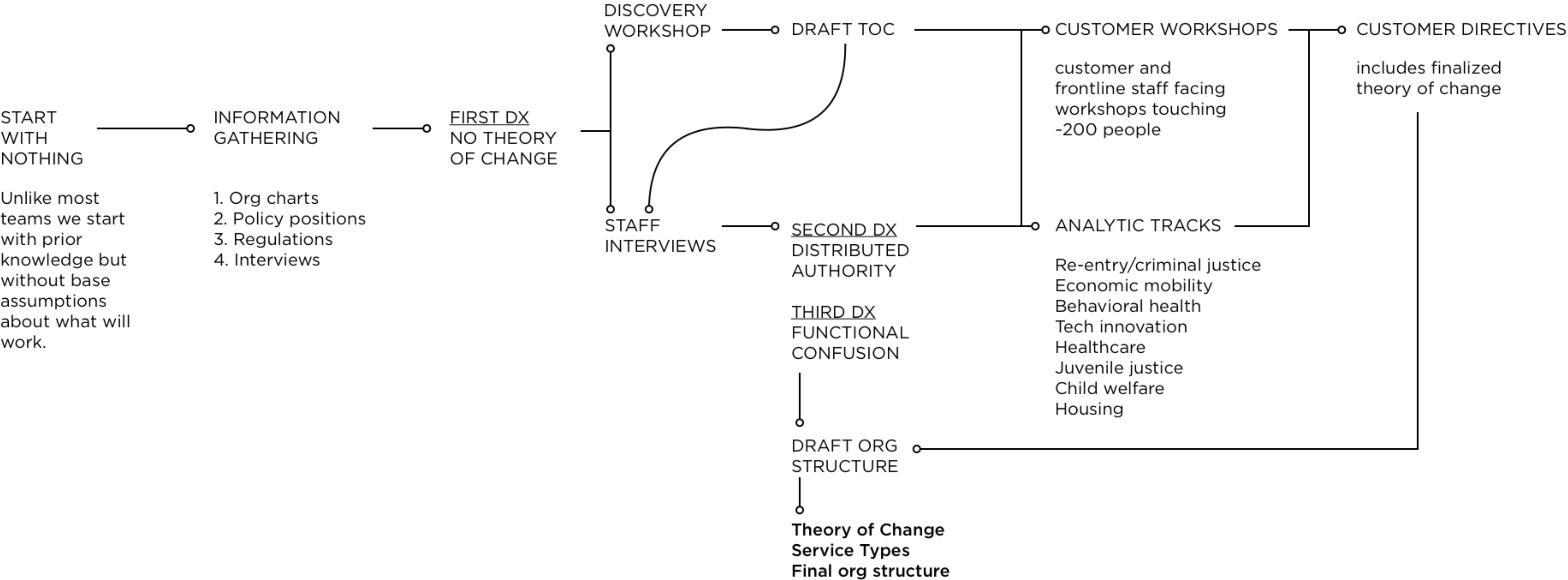
Funding difficulties

Poorly articulated successes

Growing problem

No shared theory of change

PROCESS OVERVIEW



Where we'd like to go...



Ideal Future

New single entity

Equity-centered

Data-driven

Community-wide commitment

WORKSHOPS
IN NUMBERS

COMPLETED WORKSHOPS

13

6	Customer
3	Provider
2	Customer and Provider
1	Core Working Group
1	Lived Experience Advocates

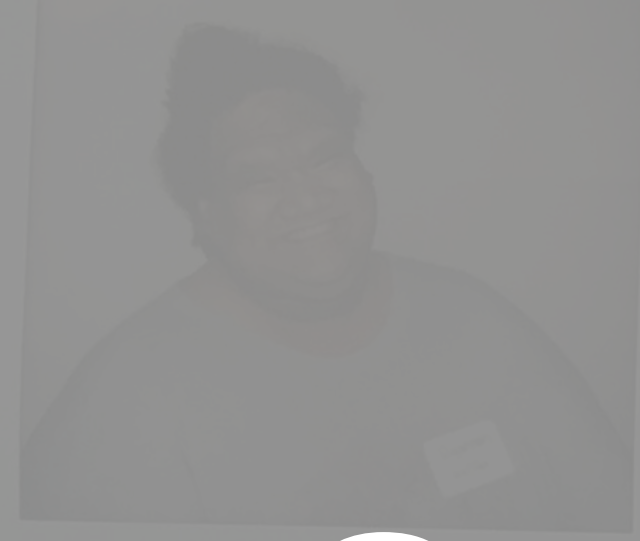
ORGANIZATIONS

- General Population**
[Hopelink](#)
[DESC](#)
[Multi-service Center](#)
[All Home Consumer Advisory Council](#)
- PoC**
[Urban League](#)
[El Centro de la Raza](#)
[Village of Hope](#)
- LGTBQ**
[Utopia Seattle](#)
- Health**
[Host \(DESC\)](#)
[Health Care for the Homeless](#)
[REACH](#)
- Native**
[Chief Seattle Club](#)
[Seattle Indian Health Board](#)

Contacted for workshops
Able to host / recruit

- Women + Families**
[YWCA](#)
[Mary's Place](#)
[Noel House](#)
[Solid Ground](#)
[Atlantic Street Center](#)
- Youth**
[Youth Care](#)
[Mockingbird](#)
[Youth Action Board](#)
[New Horizons](#)
[PSKS](#)
[Youth Homelessness Demonstration Project](#)
[Providers](#)
- Refugee/Immigrant**
[Interim Community Development Agency](#)
[ReWa](#)

CUSTOMER WORKSHOPS



Goals (near and long term)

Service priorities

Things I'm looking for

Provider preferences

CUSTOMER
PROFILES

In the next few months, I'm trying to achieve (goals):

Financial Stability, apply for
3 universities I'm interested in,
Breast Augmentation Consultation.

My overall goal is to:

Buy and maintain my own home,
my housing, work and finances.
I've faced moments in my life
where I didn't have that.
The most important services for me are:

- Counseling / Therapy
- Trans Health Coverage/Insurance
- Employment - finding a trans woman
of color Long-term Employment

I've been a burden.

I'm grateful for my life.

More spaces for our young
people to feel heard and
humanized. Homelessness
is just one of many
Traumas.

I find out about most services through:

Our young people find most
services through our shelter
staff, Case managers

Information board.

I'm likely to go to a provider if they:

- are seeking support out of
of shelter.
- Engage
- Mental Health.

I'm likely to avoid a provider if they:

- do not accept trans health
Coverage insurance.
- Feel Vulnerable

Something I wish more people knew about me

That I came from a family of
22 siblings. adopted raised
in Utah by a strict Mormon
family. I was hungry to know
who I was culturally and exploring
my gender identity
navigating stability on my

The people I interact with
the most
3-4 most helpful
How they help me

NETWORKS

daughter

(relationship)

Torrin

VA - Counselor

Staff

Mary's Place

Bryant

son

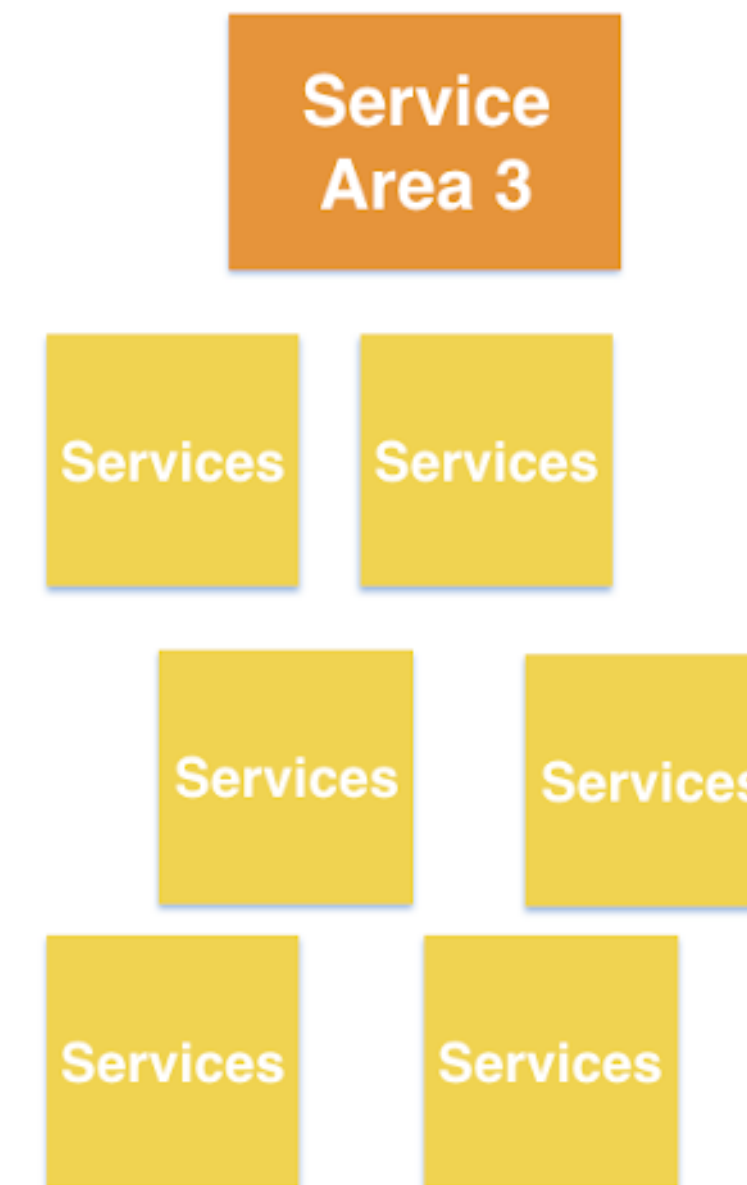
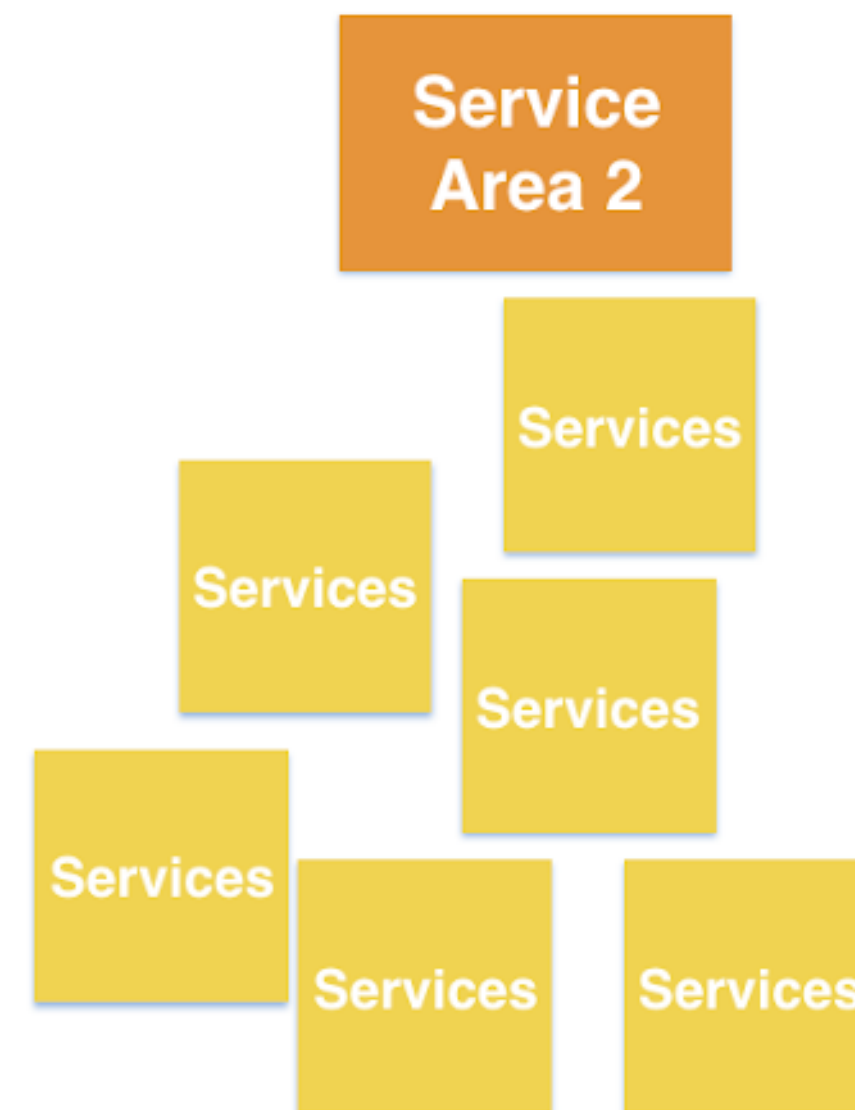
Reb

North West
Justice project

Dad

Dad

SERVICE CHOICES
- CUSTOMERS



**smaller categories will likely exist,
but we're looking for the top
groupings**

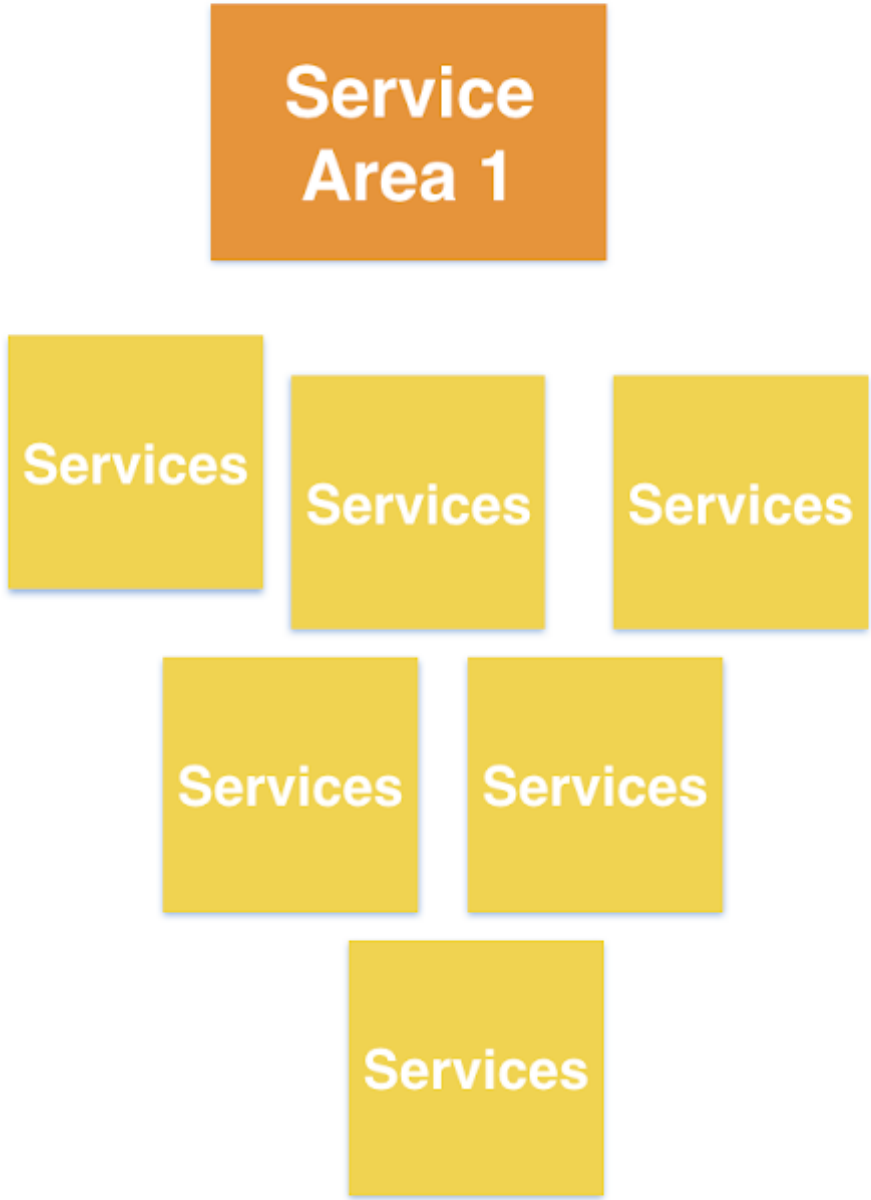


Prioritized services

Prioritized services

Barriers to access

Known providers



Barriers to Access	
Barrier 1	
Barrier 2	
Barrier 3	
Barrier 4	

SERVICE CHOICES - CUSTOMERS		
Known Providers		
	+	-
Provider	WHY	WHY NOT
Provider		
Provider		
Provider		

Provider Workshops

Things I can help with

What I am good at

Expectations

Commitments

PROVIDER PROFILES

I find out about most services through:

Our young people find most services through our shelter staff, Case managers & an information board.

I'm likely to go to a provider if they:

- are seeking support outside of shelter.
- Engage
- Mental Health.

I'm likely to avoid a provider if they:

- do not accept trans health coverage insurance.
- Feel Vulnerable

Something I wish more people knew about me

That I came from a family of 22 siblings. adopted raised in Utah by a strict Mormon family. I was hungry to know who I was culturally and exploring my gender identity navigating stability on my

In the next few months, I'm trying to achieve (goals):

Financial Stability, apply for universities I'm interested in, my long term goal is to: Build and maintain stability in my housing, work and finances. I've faced trauma in my life where I've been homeless. The most important services for me are:

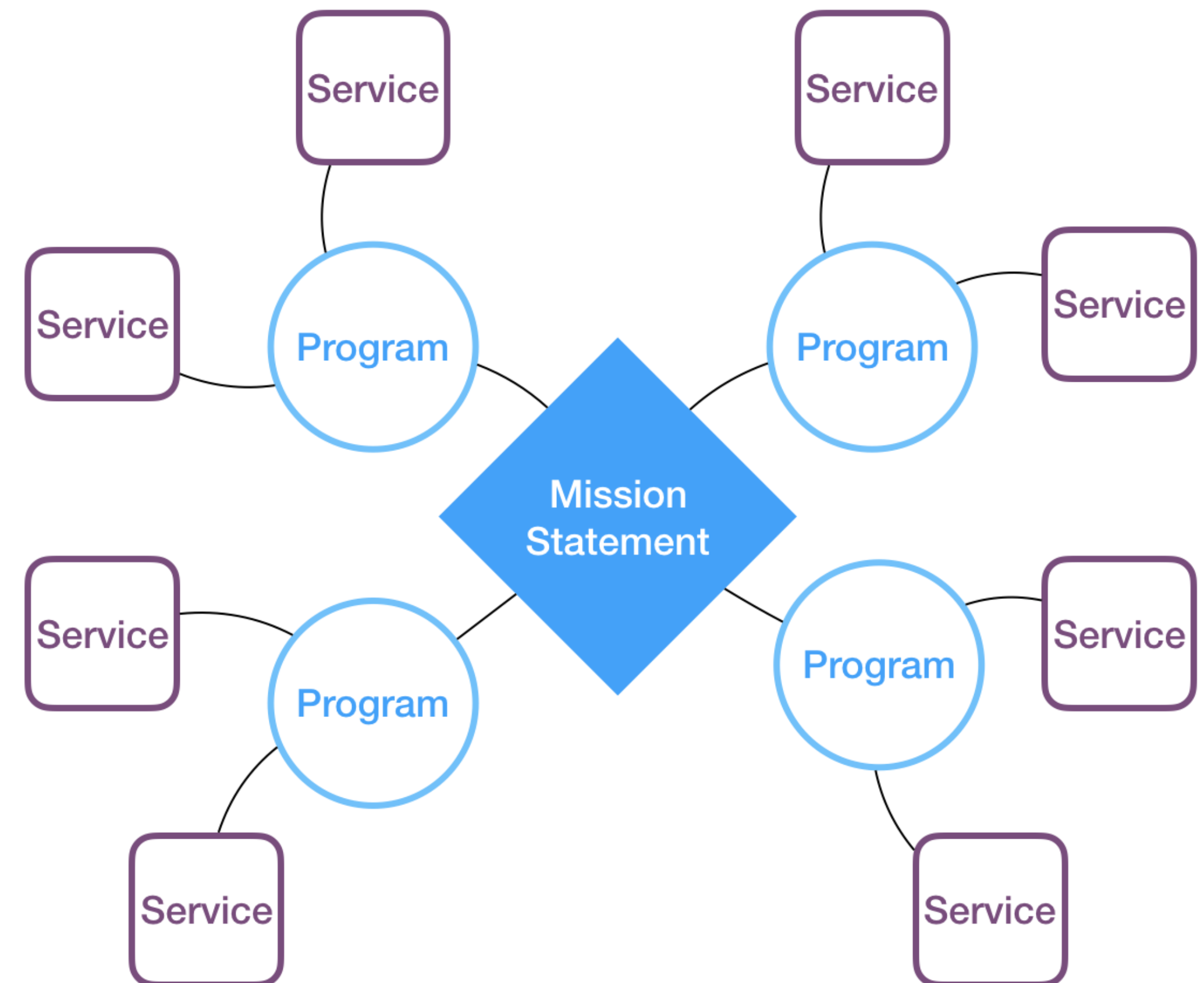
- Counseling / therapy
- Trans Health Coverage/insurance.
- Housing
- Employment - Being a trans woman of color Long-term Employment is a burden.

I'm currently looking for help with:

More spaces for our young people to feel heard and humanized. Homelessness is just one of many traumas.

Programs and services in your org

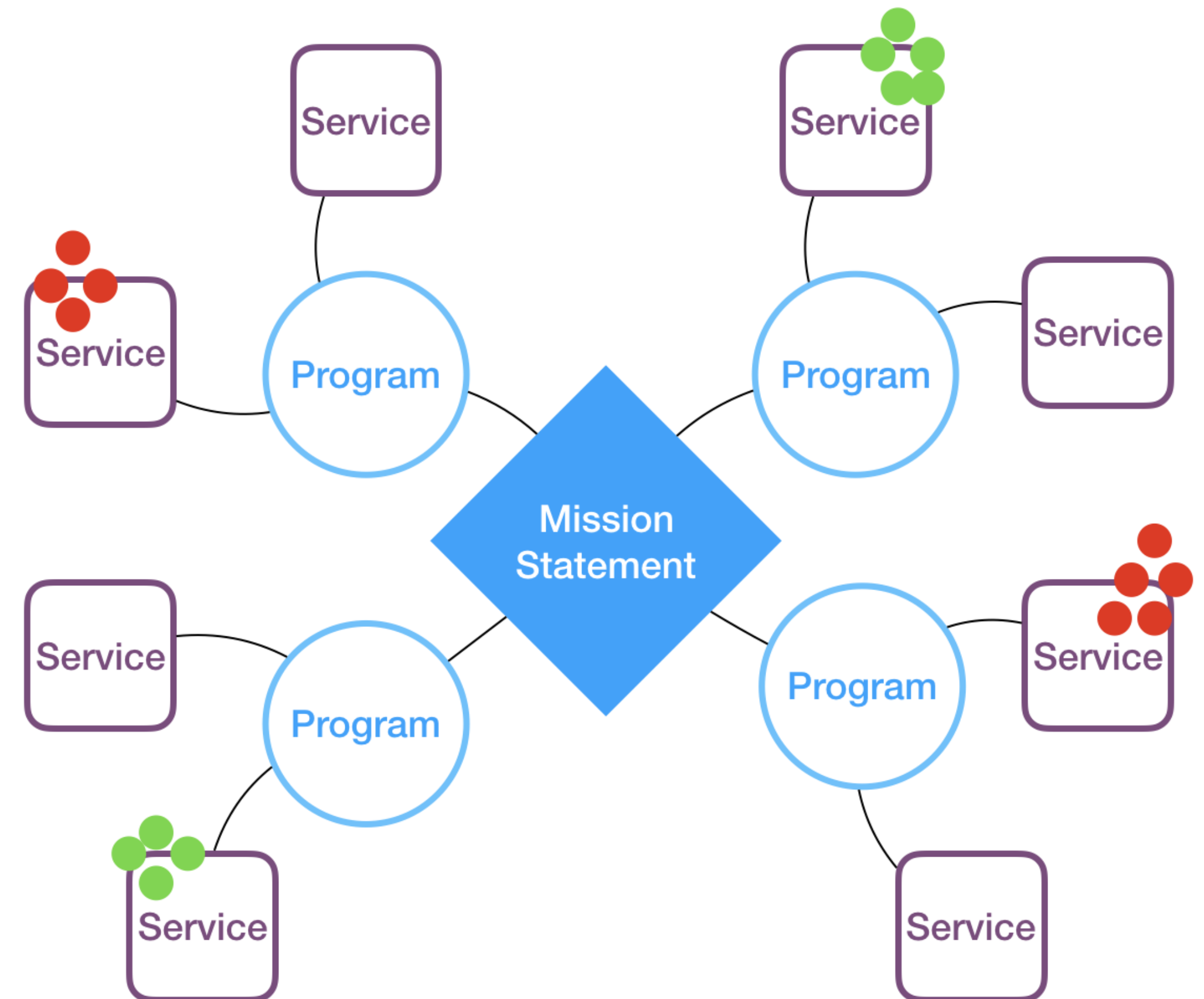
SERVICE
PROVISION



Programs and services in your org

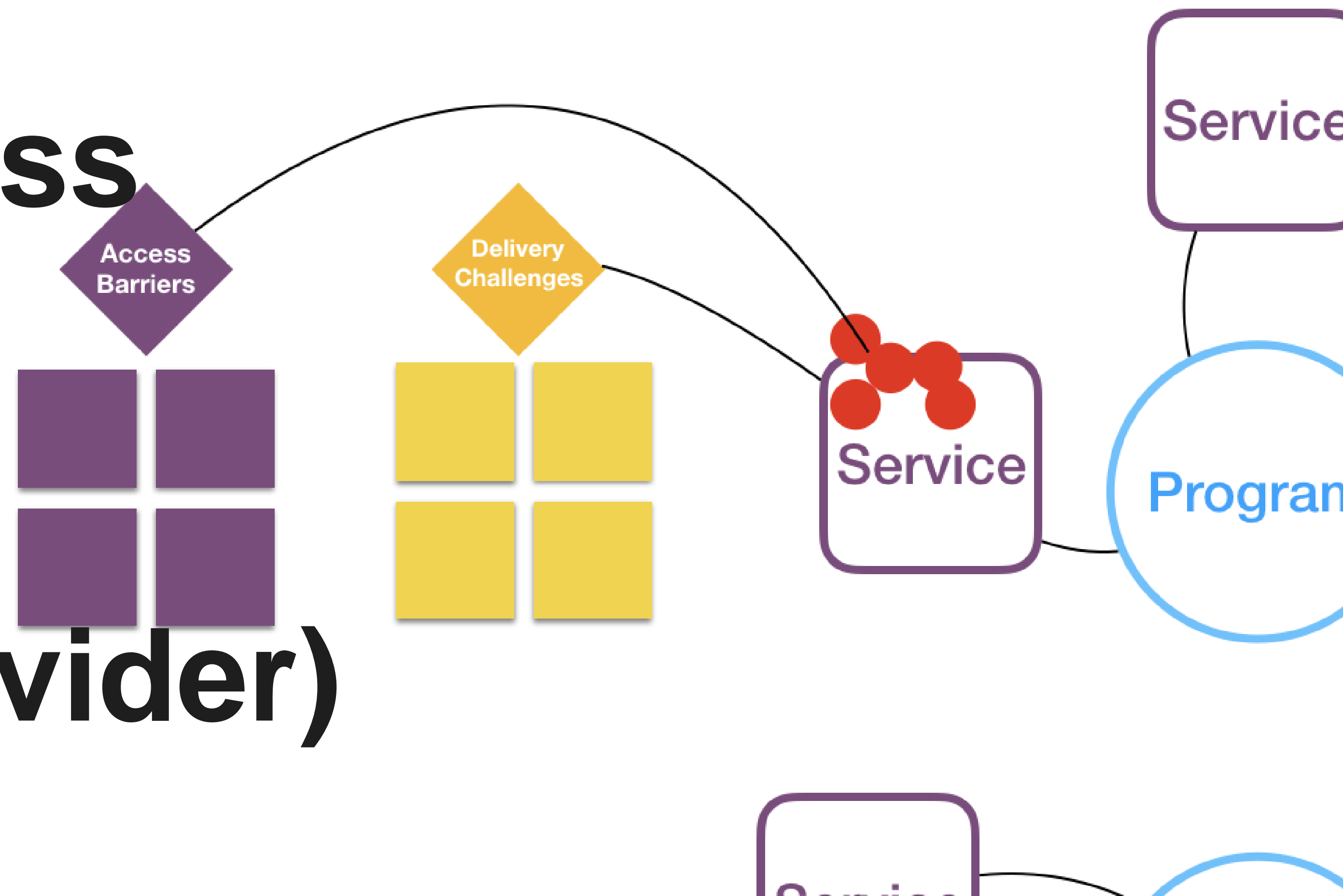
SERVICE
PROVISION

- needs improvement
- doing well/successful



For those that need improvement:

- barriers to access (customer)
- delivery challenges (provider)



- 1. System-wide Theory of Change**
- 2. Consolidate into joint entity**
- 3. Center the customer**
- 4. Prioritize economic stability**
- 5. Digital Transformation**

6. Redesign intake

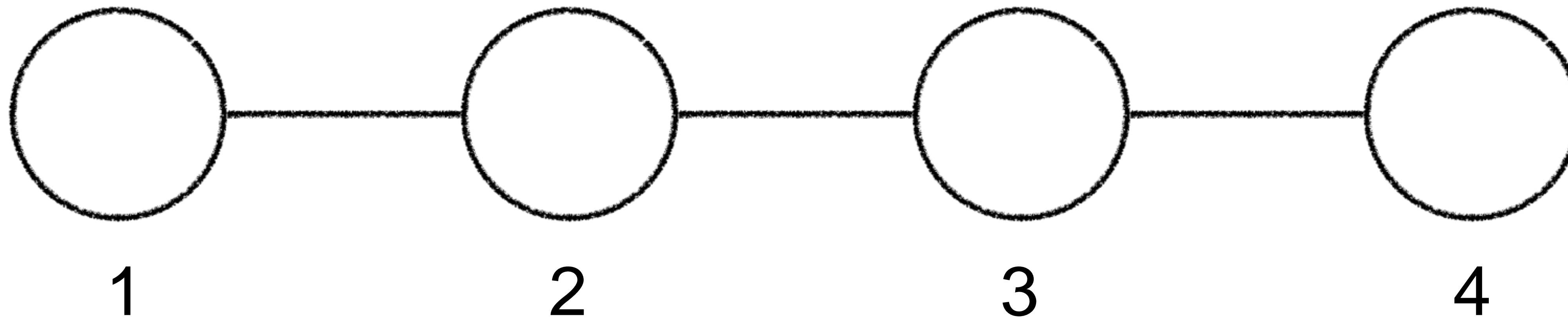
7. Expand health services

8. Public/Private partnership

**9. Increase rate of housing
development**

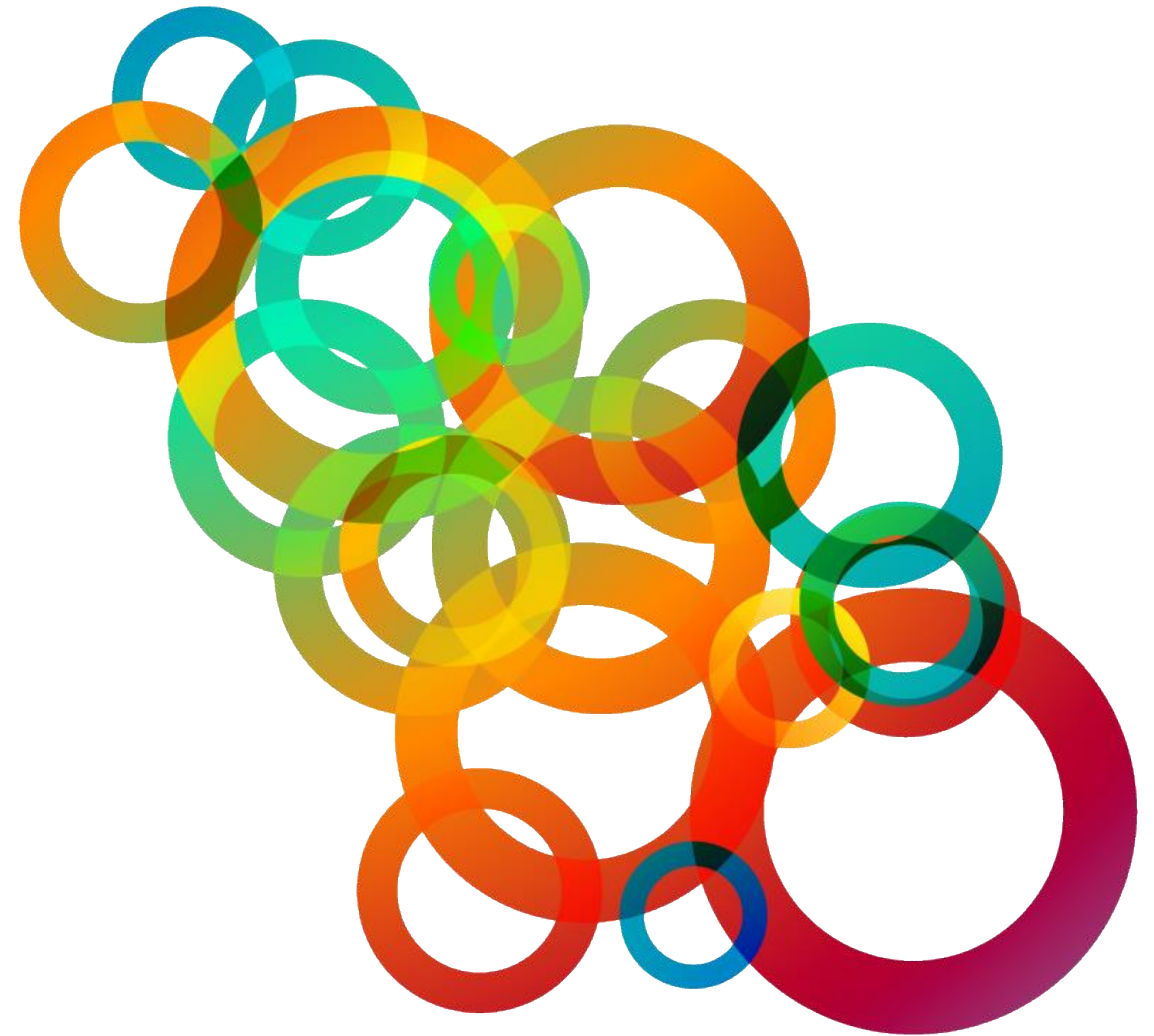
10. Institutional alignment

How these do *not* work



How these *do* work

Interconnected
& reinforcing

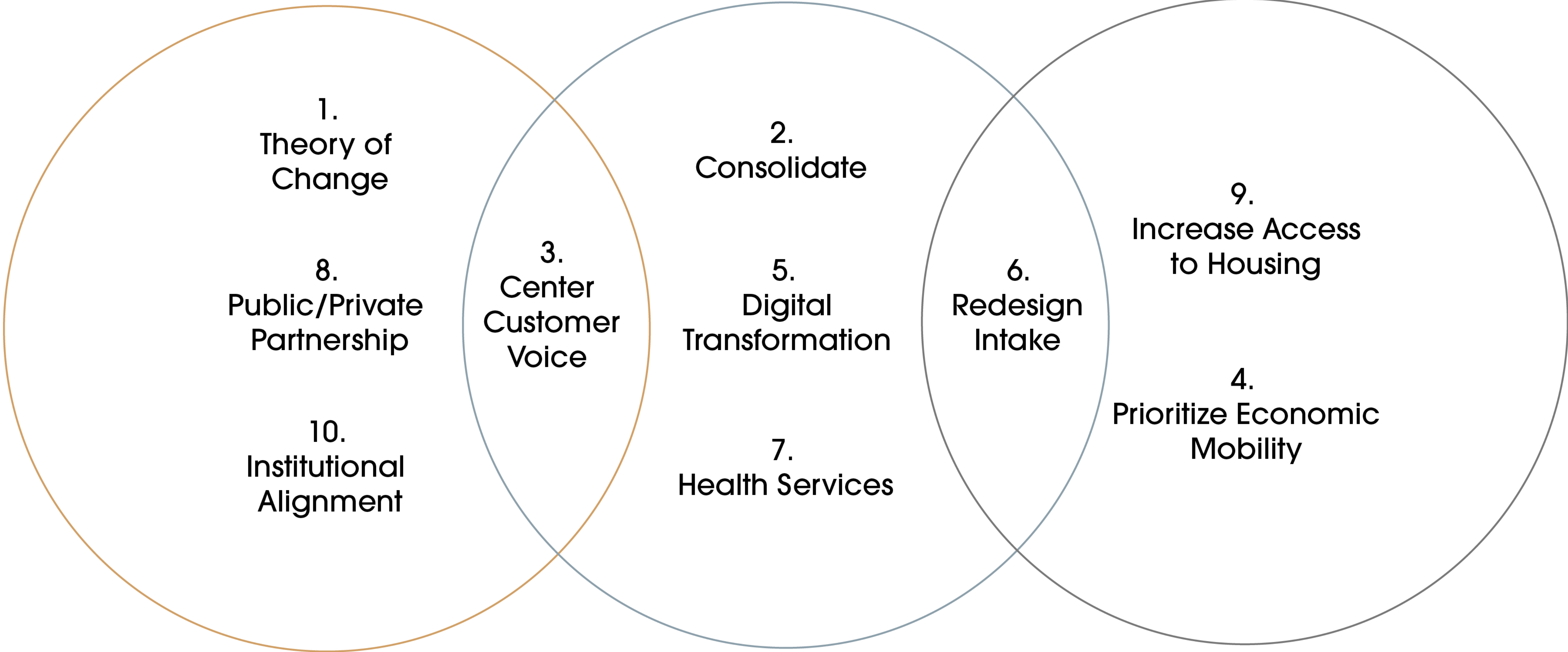


How these *do* work

ORIENTATION

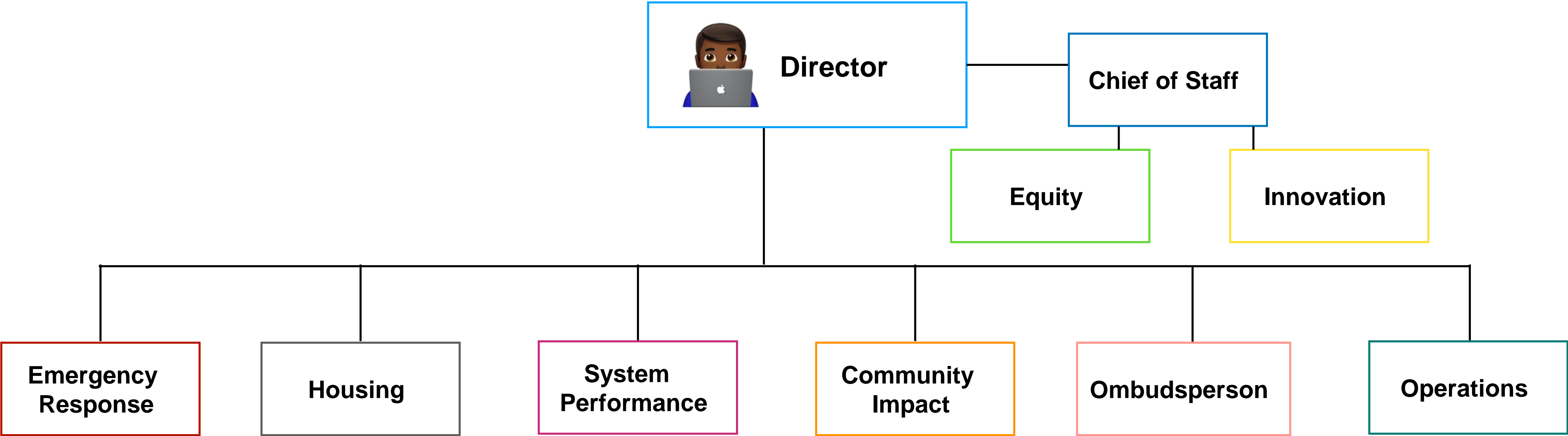
TRANSFORMATION

CONNECTION

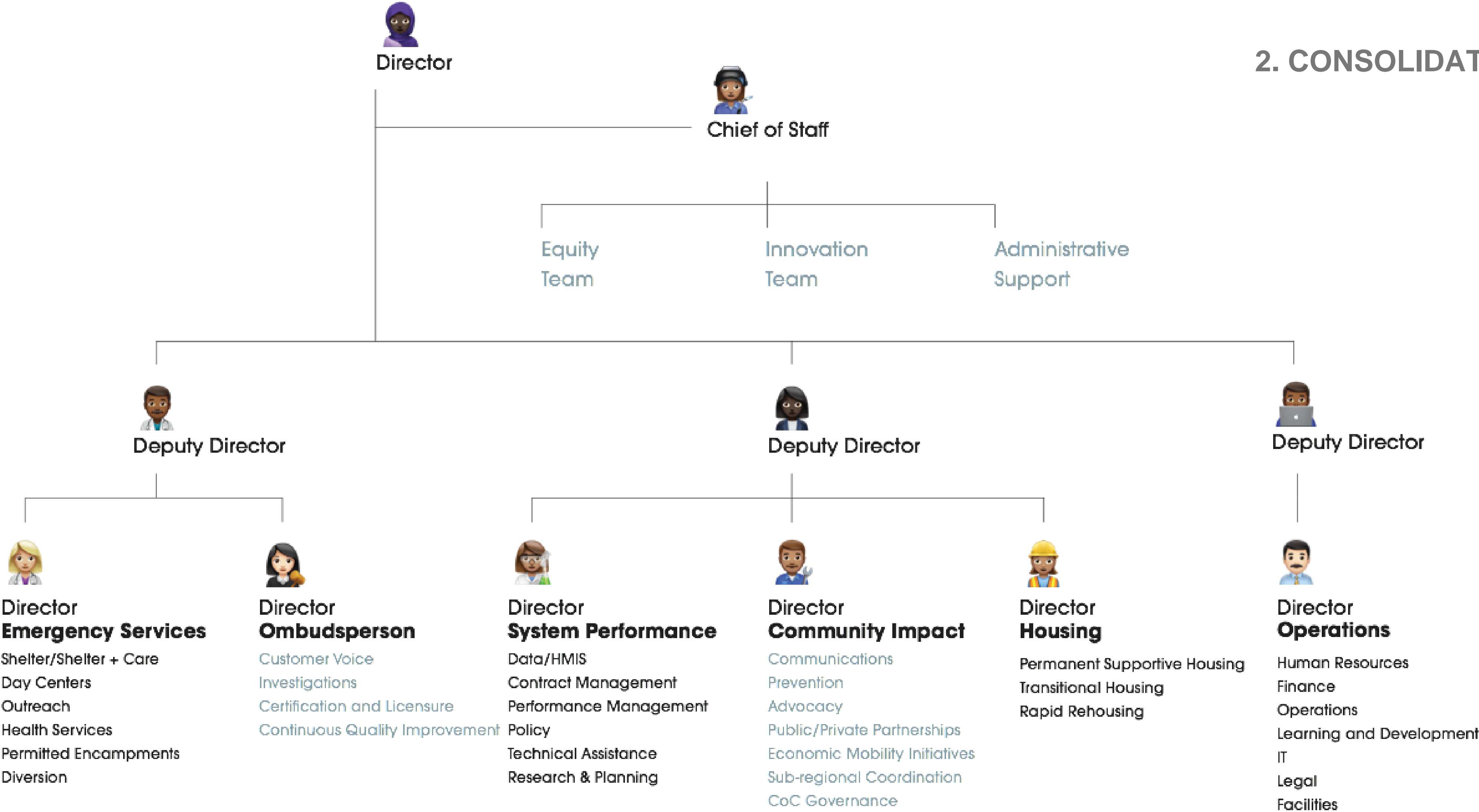


If we create a homelessness response system that centers customer voice, **then we will** be able to focus on responding to needs and eliminating inequities, **in order to** end homelessness for all.

2. CONSOLIDATE



2. CONSOLIDATE



- Teams and positions that can be staffed through existing city and county services
- New Teams and positions

**Deep and
meaningful
accountability
through metrics,
community
engagement, and
system-wide
responsiveness**

3. BECOME ACCOUNTABLE
TO CUSTOMERS

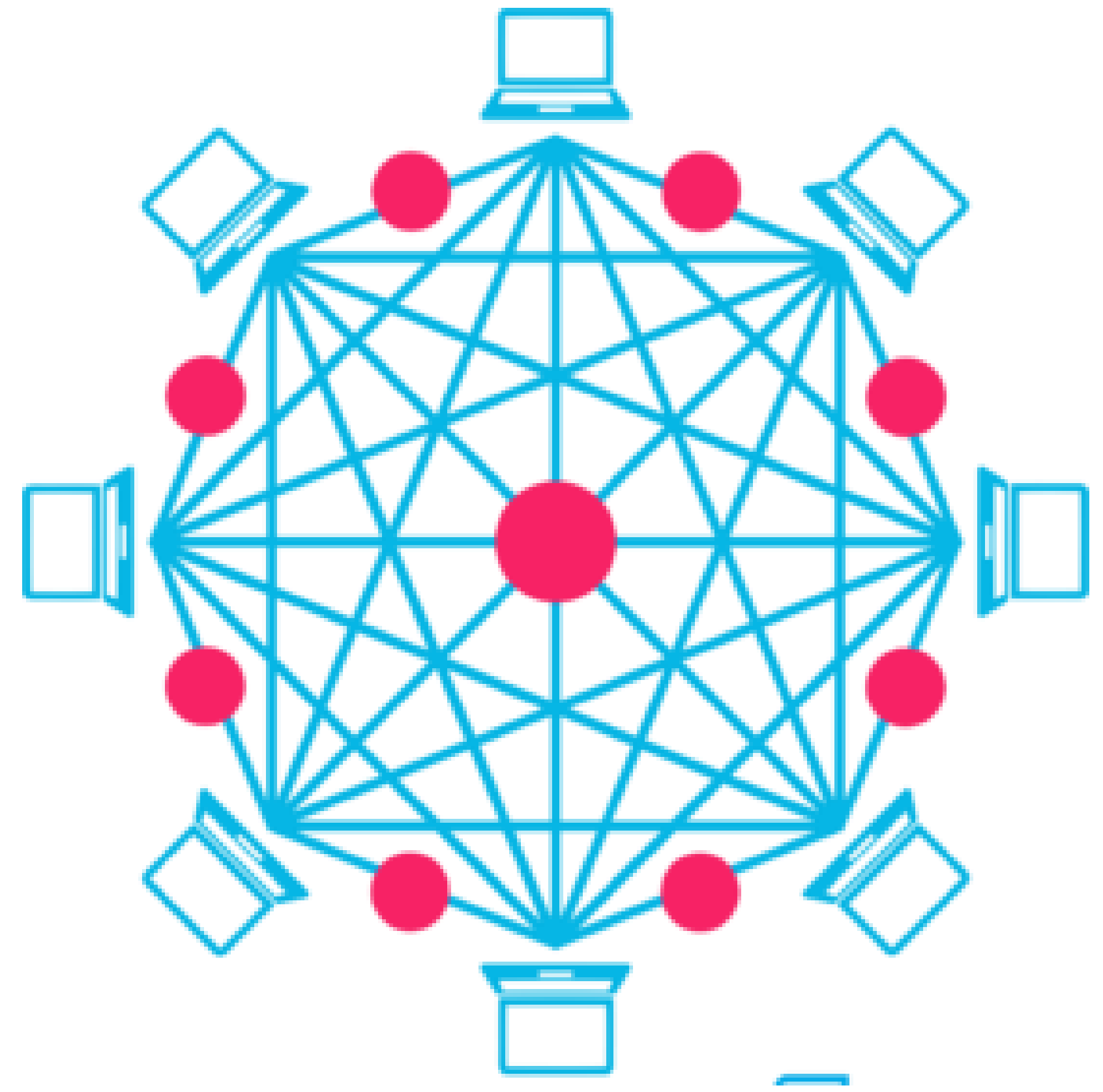


4. PRIORITIZE
ECONOMIC STABILITY
TO REDUCE INFLOW



Customer controlled digital identity

5. DIGITAL
TRANSFORMATION



Redesign all intake processes to be connected, customer-centric, and radically accessible.



Development of new health and behavioral health resources and programs

7. EXPAND HEALTH OPTIONS



Align all funding to common goals and frameworks

8. PUBLIC/PRIVATE PARTNERSHIP



Seriously though.

The goal is always housing.



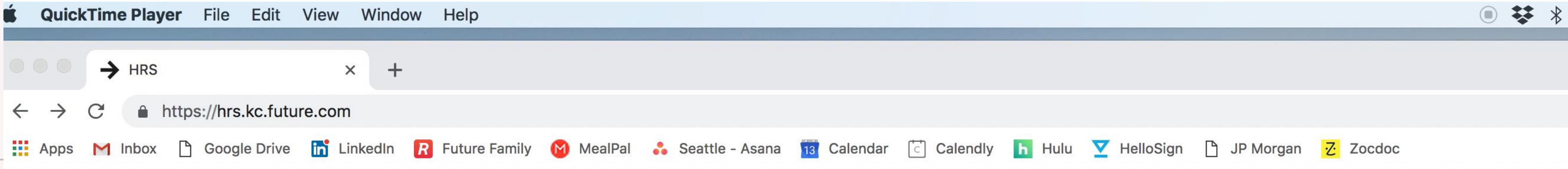
**Structure permanent
decision making points
for the flow of supports
around people
experiencing
homelessness**



Read about our methodology & process →

- 01 Institute a system-wide theory of change →
- 02 Consolidate homelessness response systems under one regional authority →
- 03 Become accountable to customers →
- 04 Prioritize economic stability to reduce inflow →
- 05 Improve customer outcomes through a comprehensive

The real deliverable



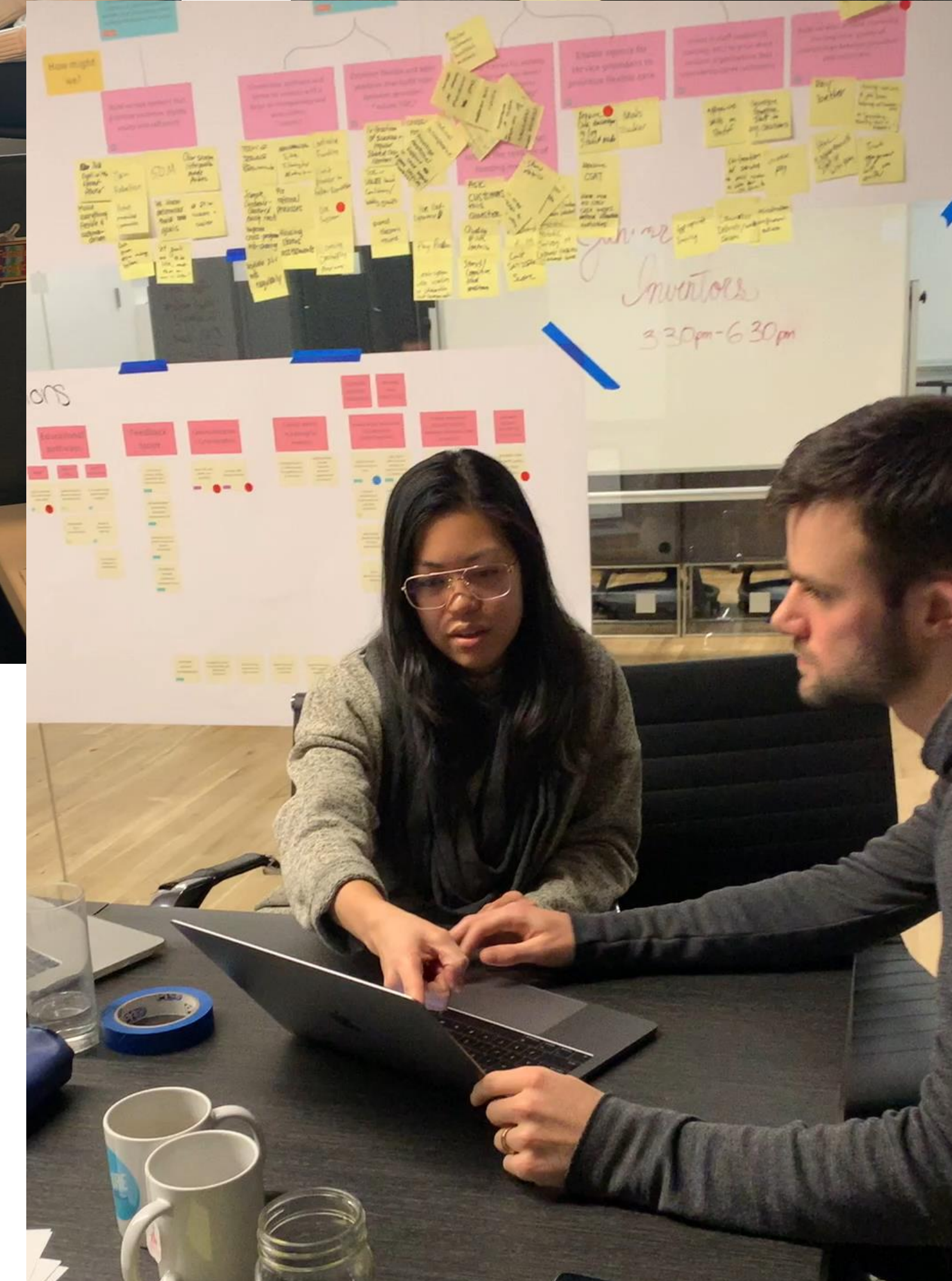
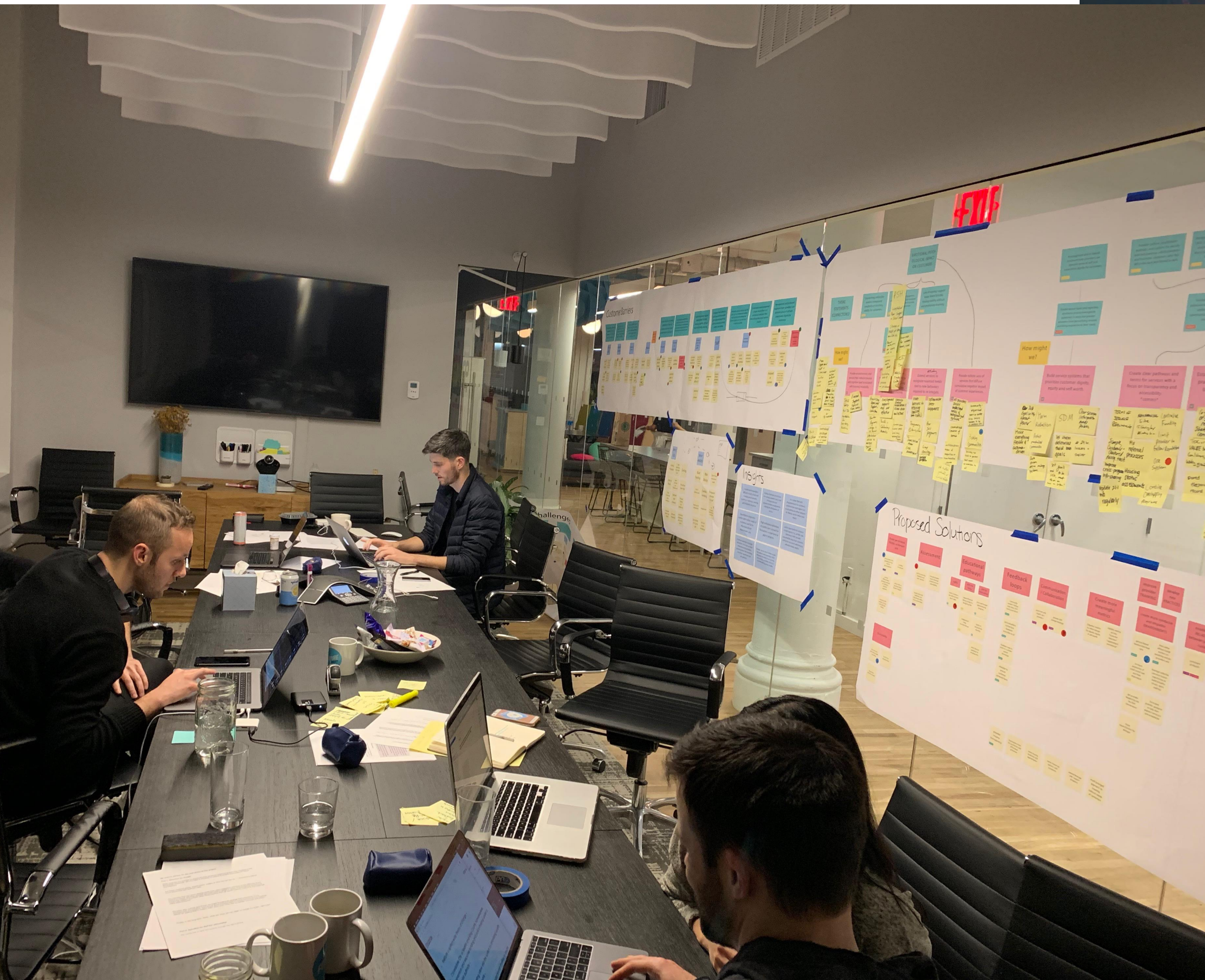
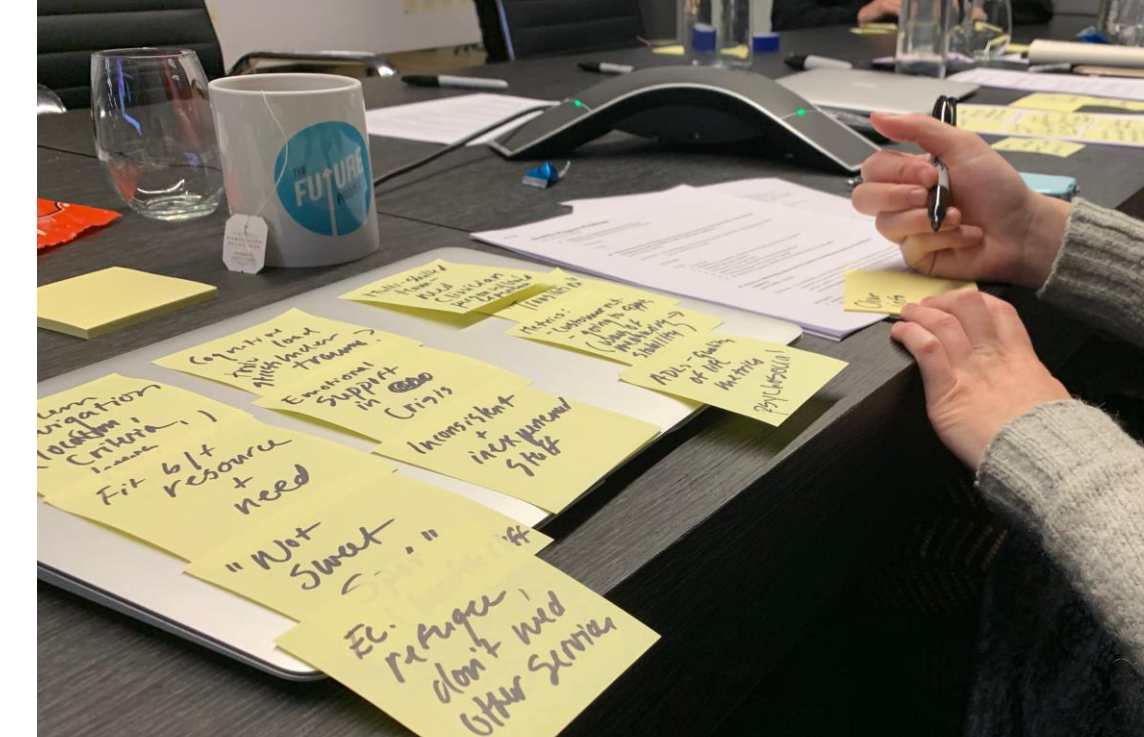
The City of Seattle and King County are committed to ending homelessness. In August of 2018 they partnered with Future Laboratories to launch a community-driven process of listening and, ultimately, designing a stronger regional response.

This website captures the results of this collaborative journey and lays out 10 Actions necessary to move forward. In 2019, dozens of partners across the region will come together to build a regional Homelessness Response System that can achieve greater levels of equity and impact.

Working together, we can end one of our country's most unacceptable realities.

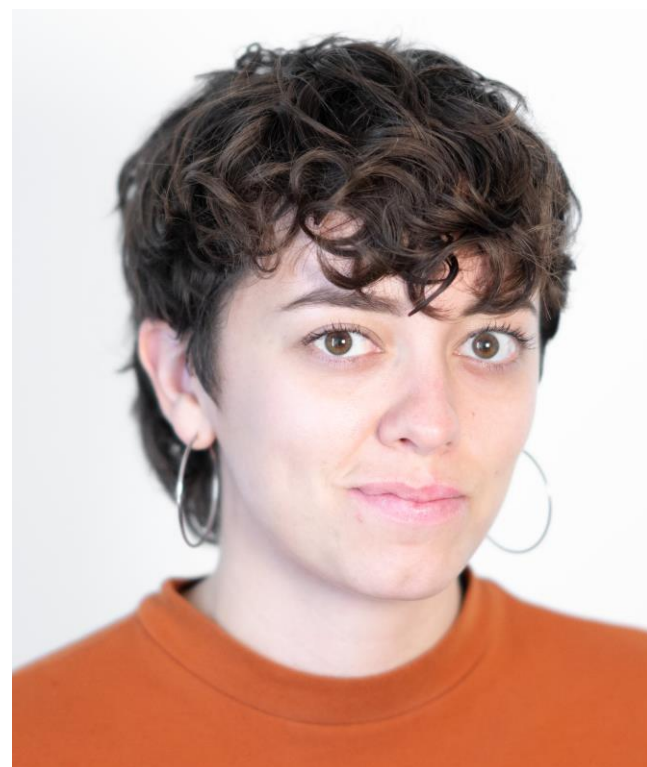
Here's how →

It takes a village...





Future Laboratories *and partners*



THANK YOU